

Statement from AJ Goodman, Director, External Communications, Personal & Commercial Banking, RBC

We realize that any time a client is impacted by a scam, it can be a difficult and stressful situation for them. We review each instance of a potential unauthorized transaction on a case-by-case basis, considering all relevant facts and information before making a decision. When sending and receiving Interac e-transfers, clients must take every precaution to ensure their accounts and their transactions are protected by using safe email, security and password practices. As part of our electronic access agreement, clients commit to using passwords and security questions that are unique and cannot be easily guessed or obtained by others. We offer a number of tips and resources about how clients can transact safely and securely on our website.